



38-2

PATENT
Attorney Docket No.: NUASI-00106

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	Group Art Unit: 2153
Kevin McPartlan et al.)	Examiner:
Serial No.: 10/633,018)	<u>TRANSMITTAL LETTER</u>
Filed: July 31, 2003)	162 N. Wolfe Road
For: ESCALATED HANDLING OF)	Sunnyvale, CA 94086
NON-REALTIME)	(408) 530-9700
COMMUNICATIONS)	Customer No.: 28960

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 11-4-04

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

1. The enclosed document (along with any referred to as a "document" or "enclosure") is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

11/4/04

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Kevin McPartlan et al.)	Examiner:
)	
Serial No.: 10/633,018)	<u>CERTIFICATION FOR</u>
)	<u>SUPPLEMENTAL INFORMATION</u>
Filed: July 31, 2003)	<u>DISCLOSURE STATEMENT UNDER 37</u>
)	<u>CFR § 1.97(e)</u>
For: ESCALATED HANDLING OF)	
NON-REALTIME)	162 North Wolfe Road
COMMUNICATIONS)	Sunnyvale, CA 94086
)	(408) 530-9700

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

Certification

I, the person signing below, hereby certify that the printed publications contained in the enclosed supplemental information disclosure statement were cited within a Official Action mailed on October 18, 2004. **Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2)**

Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 11-4-04

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

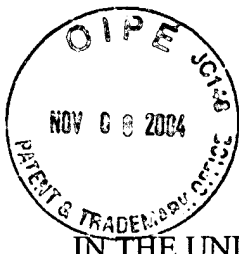
Attorneys for Applicants

HAVERSTOCK & OWENS LLP (NY CERS 1.0(c))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP

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Serial No.: 10/633,018)	<u>SUPPLEMENTAL INFORMATION</u>
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Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

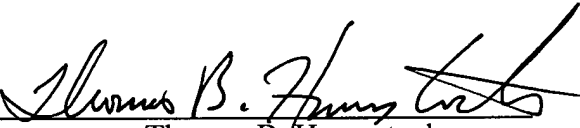
- U.S. Patent No. 6,463,148 B1;
- U.S. Patent No. 6,493,695 B1;
- U.S. Patent No. 6,584,191 B1;
- U.S. Patent No. 6,665,395 B1;
- U.S. Patent No. 6,697,858 B1;
- U.S. Publication No. 2001/0024997 A1;
- U.S. Publication No. 2004/0054743 A1;

- "Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrücken, Germany, pages 158-165;
- "The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273; and
- "Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP


Dated: 11-4-04

By: 
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP
Date: 11/4/04 By: 

FORM PTO-1449
(Modified)U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00106

Serial No.: 10/633,018

INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Several Sheets If Necessary)

Applicants: Charles Hymes et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit: 2153

U.S. PATENT DOCUMENTS

Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
AA	6,463,148 B1	10/08/02	Brady	379	265.01	10/10/00
AB	6,493,695 B1	12/10/02	Pickering et al.	706	47	09/29/99
AC	6,584,191 B1	06/24/03	McPartlan et al.	379	265.02	08/27/99
AD	6,665,395 B1	12/16/03	Busey et al.	379	265.09	12/11/98
AE	6,697,858 B1	02/24/04	Ezerzer et al.	709	224	08/14/00
AF	US 2001/0024997 A1	09/27/01	Sugano et al.	477	2	02/20/01
AG	US 2004/0054743 A1	03/18/04	McPartlan et al.	709	206	07/31/03
AH						
AI						
AJ						
AK						
AL						
AM						
AN						
AO						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

	Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
						Yes	No
AP							
AQ							
AR							
AS							
AT							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

AU	✓	"Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrücken, Germany, pages 158-165.
AV	✓	"The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273.
AW	✓	"Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42.
AX		
AY		
AZ		
BA		

Examiner:

Date Considered:

EXAMINER:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.